

NHTSA Recall No.: 16V-441

## **IMPORTANT SAFETY RECALL**

Dear Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Eldorado Mobility has decided that there is a potential defect in the Amerivan 10-inch floor minivan conversion manufactured from November 2012 to May 2016 using the Chrysler Town & Country and Dodge Grand Caravan minivan.

### **VIN:**

#### **Why is recall being conducted?**

This recall is being conducted due to the potential of a fuel line not being routed correctly on the underside of the vehicle body. An incorrect fuel line routing may cause the fuel line to chafe on vehicle underbody components, causing the fuel line to leak, or may become damaged in the event of a crash causing fuel to spill. Any exposed fuel may ignite due to high temperatures that may exist in the engine compartment or from another source of ignition during vehicle operation, resulting in a fire.

While Eldorado Mobility has had no reports of any fires as a result of this condition, this measure will ensure that each fuel line is properly routed and secured.

The smell of fuel when near or inside the vehicle may be evident if the condition exists on your vehicle. Should this condition be experienced, discontinue operation of the vehicle immediately and contact your Eldorado Mobility Dealer.

#### **What are we doing about the problem?**

We are instructing your Dealer, or a certified repair facility designee, to inspect your vehicle, and repair it if the condition exists. The Dealer, or Eldorado Mobility designated repair facility, will be provided the required instructions and parts to complete the repair. The corrective action is to inspect the fuel line routing and securement to ensure clearance of vehicle components that may cause damage to the fuel line.

These repairs are offered to you free of charge. The estimate time to repair is 45 minutes.

#### **What should you do?**

Contact your local Eldorado Mobility Dealer from whom the vehicle was purchased. The Dealer will schedule a time to have your vehicle inspected and repaired. Should you have any questions after contacting your Dealer regarding the inspection and repair of the vehicle, do not hesitate to contact Eldorado Mobility.

#### **Who should you contact if you have further questions or concerns?**

Contact Eldorado Mobility Customer Service, 1655 Wall Street, Salina, KS 67401; or by calling (785) 827-1033 / (866) 392-6300; or by Email: [mobilitysupport@eldoradomobility.com](mailto:mobilitysupport@eldoradomobility.com); or by Fax: (785) 827-3017.

If after having attempted to take advantage of this recall, you believe that you have not been able to have your vehicle remedied without charge and within a reasonable period of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Commitment to safety, quality, and respect for our customer are our highest priorities. Please accept our sincere apology for any inconvenience you may experience due to this repair.

Eldorado Mobility Customer Service